



**Australian Government**  
**Department of Health and Ageing**

## **Access to health practitioners for Veterans who have lost their DVA cards**

If the health practitioner has treated the veteran in the past, they will have the veteran's details, and can bill as per normal.

If the veteran goes to a new health practitioner, the health practitioner can call the DVA Provider number for confirmation of the veteran's status (Metro - 1300 550 457; Country 1800 550 457) and can bill as per normal.

If the health practitioner treats a veteran who has lost their card, the health practitioner may wish to assist the veteran in organising a replacement card, by providing them with DVA's general enquiry numbers. (Metro - 133 254; Country 1800 555 254).